

COMMUNITY OUTREACH

CHAPTER 3

The Independent Police Auditor (IPA) is committed to reaching out to the community. For the past six years, the IPA has gained recognition in civilian police oversight from other cities. However, in 1998, the IPA's own surveys at community gatherings reported that about 75% of those attending had never heard of the IPA. For this reason, in 1999, the IPA focused one of its staff members to increase public awareness about the office. The IPA redefined the job duties of one of the data analysts and focus on community outreach, thus significantly increasing the visibility of the office .

In order to reach the different communities, the IPA contacted numerous community centers, organizations, and agencies and invited them to learn more about the functions of the IPA . The response was overwhelming. For the last eight months of 1999, the IPA was extremely busy conducting community presenta-



The Auditor and Chief of Police attend a community meeting at the Alma Community Center.

tions and attending community events. These community presentations and events are opportunities to hear, document and resolve group complaints. While some people are reluctant to file complaints individually; they may be willing to voice a group complaint during these meetings.

The IPA created PowerPoint presentations in English and Spanish. Each PowerPoint presentation contained information and data that directly pertained to that council district as well as general information about the history and functions of the

IPA. The audience varied from business owners to non-English speaking residents. Presentations were also done in Vietnamese.

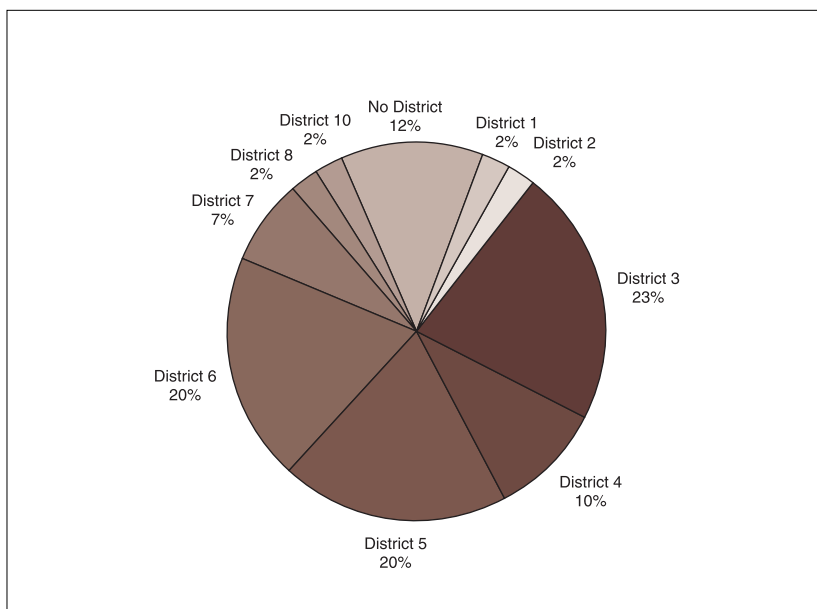
The IPA did presentations in nine of ten council districts, but overall, districts 3, 5 and 6 requested the most presentations. As a practice, the IPA notifies the council members of all presentations scheduled in their district. In addition, subsequent to the presentations, the council members are informed in writing of the issues and concerns expressed at the presentations.

The Professional Standards and Conduct Unit (PSCU) and beat officers assigned to the district are also invited to take part in the presentations. The benefit of having the beat officers present is that it provides community members with an opportunity to meet the officers, share concerns and talk about problems in their neighborhood.

The presentations and events gave the IPA the opportunity to learn more about the needs and concerns of the community. As a result, there was an increase in residents utilizing the services of the IPA. Because of these outreach efforts, the IPA noticed that residents appear more comfortable and willing to talk after each presentation. The office was successful in addressing concerns and problems that otherwise would not have been expressed.

The following is a list of organizations where the IPA made a presentation or participated in a community event:

Illustration 3A: Presentations by Council District



May

- Mexican Consulate (Dist. 3)
- MACSA (Dist. 5)
- Catholic Charities YES (Dist. 3)
- Community Center Supervisors Meeting

June

- Filipino American Heritage Appreciation Project (FAHAP)
- Bay Area Islamic Association (Dist. 3)
- Alma Community Center (Dist. 7)
- Santa Teresa Neighborhood Association (Dist. 10)
- Council Member Diaz' "Community BBQ" (Dist. 5)
- East San José Community Law Center (Dist. 5)

**Town & Country Mobile Home Village
Homeowner's Association**

Dear Mrs. Teresa Guerrero-Daley

On behalf of the residents of Town & Country Mobile Home Village, please accept my sincere thanks for taking the time and that of your Community Outreach Coordinator, Vilcia Reyes, to meet with us this past Tuesday evening. I hope that you enjoyed the meeting as much as we did.

Sometimes we take for granted community agencies and/or accept media accounts as fact instead of being informed. Your presentation should ease our concerns regarding complaints and questions regarding the job being done every day on our behalf by the law enforcement sector of our city.

Additionally, having the officers assigned to the immediate area as well as the Internal Affairs sergeants helped personalize your remarks.

Again, thank you and good luck in your task on our behalf.

*Sincerely,
Herman Osorio
President*



Letter from the Town & Country Mobile Home Village sent to the IPA after a July presentation.

July

- West San Carlos Business Association (Dist. 6)
- Story Road Business Association (Dist. 5)
- Iola Williams Senior Center (Dist. 7)
- Town & Country Mobile Homes (Dist. 2)
- Mt. Pleasant Neighborhood Association (Dist. 5)
- Park McKee Homeowners Association (Dist. 5)
- Westside Community Action Team (Dist.1)

September

- Sherman Oaks Community Center (Dist. 6)
- City Team Ministries (Dist. 4)
- Japanese American Community Senior Service (YU-AI KAI) (Dist. 3)
- Korean American Community Services (Dist. 6)
- Catholic Charities YES (Dist. 3)
- Mayfair Initiative (Dist.5)

August

- Shasta Hanchett Park Neighborhood Association (Dist. 6)
- College Park Neighborhood Association (Dist. 6)
- Project Crackdown (Dist. 3)
- Alum Rock Neighborhood Coalition (Dist. 5)
- Council Member Alice Woody's "Day in the Park" (Dist. 8)

October

- City Team Ministries-Youth Outreach (Dist.4)
- Council on American Islamic Relations (CAIR), City of Santa Clara
- Alameda Business Association (Dist.6)
- The Salvation Army (Dist. 3)
- Project Crackdown (District 3)
- Billy DeFrank Gay & Lesbian Community Center (District 6)

-NAACP Town Hall Meeting
-Catholic Charities YES Community Forum

November

-Berryessa Citizens Advisory Council (District 4)
-Sherman Oaks Advisory Council and Neighborhood Association (District 6)
-City Team Ministries, Youth Outreach "Urban Youth Conference" (Dist. 4)
-Northside Neighborhood Association (Dist. 3)

December

-IPA Self Sponsored Community Forum

COMMUNITY SURVEYS

The IPA conducts voluntary surveys at the community presentations. These surveys assist the IPA in identifying the neighborhoods where the IPA needs to increase community outreach and each neighborhood's issues and concerns.

In 1999, two hundred and thirty-five surveys were collected and

analyzed. As previously mentioned, because a great percentage of the presentations were done in districts 3, 5 and 6; the majority of the surveys reflect the concerns pertaining to these districts. In addition, some surveys were not answered completely; therefore, the numbers do not equal a sum total. Below are the questions contained in the survey and responses.

1. Do you feel comfortable filing a complaint against a San José police officer?

| | |
|----------|----|
| Yes | 71 |
| No | 45 |
| Somewhat | 52 |

2. Did you ever want to file a complaint against a SJPD officer but did not?

| | |
|-----|-----|
| Yes | 34 |
| No | 143 |

2a. If yes, why?

| | |
|--|----|
| Fear of police retaliation. | 14 |
| Felt the complaint would not be taken seriously. | 19 |
| Did not know how to file a complaint. | 14 |
| Did not want to take the time to file a complaint. | 2 |
| Other reason. | 5 |

3. Have you had the need to call for police services within the last three years?

| | |
|-----|----|
| Yes | 79 |
| No | 97 |

3a. If yes, was the response time satisfactory to you?

| | |
|-----|----|
| Yes | 53 |
| No | 20 |

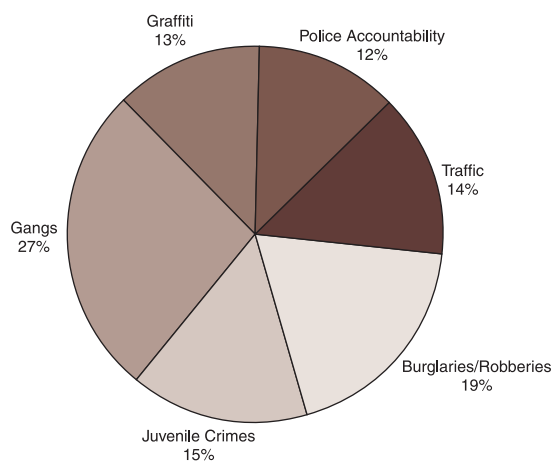
4. Have you ever requested information from the police department or officer regarding any issue?

| | |
|-----|----|
| Yes | 81 |
| No | 93 |

4a. If yes, were you satisfied with the response to your request for information?

| | |
|-----|----|
| Yes | 59 |
| No | 16 |

5. Major police concerns.



6. Do you feel there should be more police patrol, less police patrol or do you feel it is adequate?

| | |
|----------|----|
| More | 54 |
| Adequate | 29 |
| Less | 1 |

MAKING A DIFFERENCE IN THE NEIGHBORHOODS

As previously mentioned, in 1999, the IPA was busy making presentations and attending community events. The IPA sees this as an opportunity to learn more about the needs and concerns of the different neighborhoods and ways the IPA can better serve the community. Here are two examples of how the IPA has successfully made a difference in the neighborhoods by listening to their concerns and working with the SJPd to resolve the problem.

Success Story #1

In May of 1999, after doing a presentation at the Alma Community Center, the IPA received a letter from an anonymous resident detailing a drug and

prostitution problem at a specific house in the neighborhood. The resident did not feel comfortable going to the police or anyone else for fear of retaliation. The IPA forwarded the resident's information to the appropriate police unit, maintained contact with the commander and staff and requested that the matter be investigated.

The SJPD opened an investigation and with surveillance and other evidence, officers were able to execute a search warrant. Within weeks, two suspects were arrested and drugs and cash were seized.

Through collaboration between the SJPD and the residents, the quality of life in the neighborhood significantly improved.

Success Story #2

During a presentation at a College Park Neighborhood Association meeting, residents complained about Bellarmine College Preparatory students parking illegally on the streets and blocking driveways.

They also expressed concern with motorist speeding in the area of Stockton to The Alameda and Hedding to Taylor. The IPA committed itself to contacting the appropriate unit and getting back to the residents.

In response to the parking issue, at the beginning of the school year, the police Captain met with Bellarmine students and staff to address and resolve the problem. Thanks to the cooperation of all those involved, no additional complaints have been reported.

To address the speeding problem, radar trailers were used to capture the speed at the identified area. The radar results and the results of two traffic studies conducted by the City of San José showed that the speeding problem is not as serious and in fact has diminished.

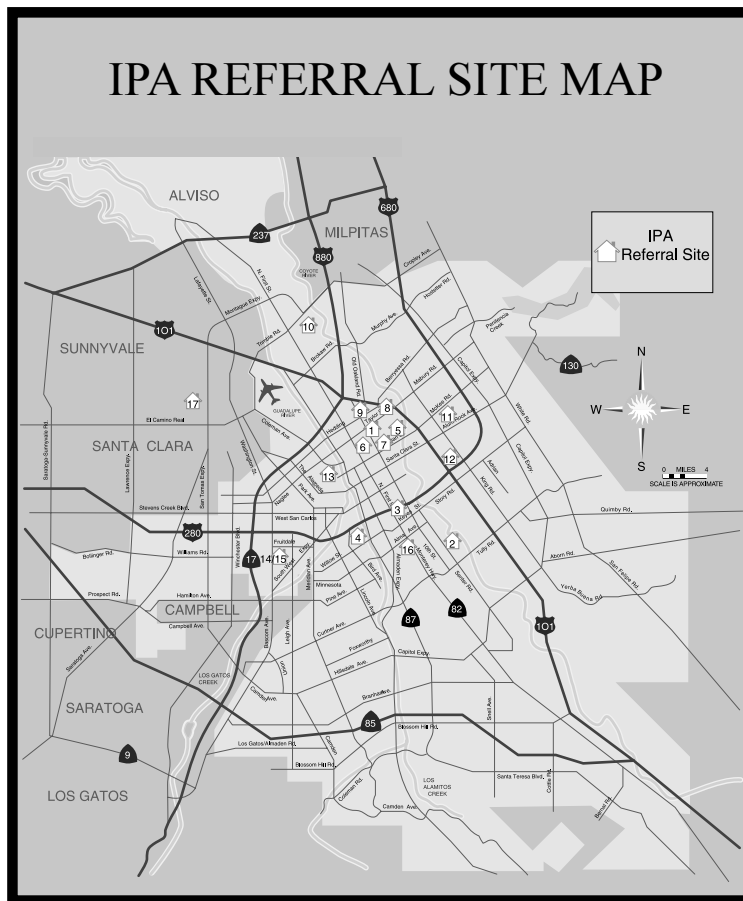
As a result of these efforts, residents have expressed their appreciation to the Traffic Unit for the enforcement of traffic violations in their neighborhood.

REFERRAL SITES

One of the goals for the IPA in 1999 was to establish at least one referral sites per council district. Preferred sites are community centers or other locations frequently visited by the public.

The main function of a referral site is to serve as an information center for residents who may be seeking information on how to file a citizen complaint. It is the opinion of the IPA that a person will feel more comfortable filing a complaint, if he/she first makes contact at a local community organization where they can talk with someone who refers them to the IPA.

The IPA has provided the staff at each referral site with an orientation session as well as a binder that contains detailed information about the IPA office, the complaint process, a list of phone numbers for social and legal services. The IPA has also provided the referral centers with copies of our "Commonly Asked Questions" brochure, which has been translated into five different languages (Spanish, Tagalog,



Samoan, Vietnamese, and Korean).

At the referral sites, staff does not intake complaints, but explain the process of filing a complaint. The staff also provides the complainant with the IPA phone number and literature.

Below is the list of existing referral sites. The IPA is in the process of identifying more referral sites in other council districts.

5 Japanese American Community Center
588 North Fourth Street

6 Mexican Consulate
540 North First Street

7 South Bay Islamic Association
325 North Third Street

8 The Salvation Army
405 North Fourth Street

District 4

9 City Team Ministries Men's Recovery – Rescue Mission and Family Outreach
1297 North 13th. Street

10 City Team Ministries- Youth Outreach
2302 Zanker Road

District 5

11 East San José Community Law Center
1765 Alum Rock Avenue

12 MACSA
130 North Jackson Avenue

District 3

1 Asian Law Alliance
184 East Jackson Street

2 Catholic Charities YES
645 Wool Creek Drive

3 Catholic Charities YES
817 South First Street

4 Gardner Community Center
520 West Virginia Street

District 6



Billy DeFrank Center

175 Stockton Avenue



Korean American Community Services

1800 Fruitdale Ave.



Sherman Oaks Community Center

1800 A Fruitdale Avenue

District 7



Alma Community Center

136 West Alma Avenue

City of Santa Clara



Council on American Islamic Relations

3000 Scott Blvd., #104
Santa Clara



MEDIA

The Auditor was busy this year participating in television

and radio interviews. The Auditor was a guest on "The Filipino American Journal," a monthly television program produced by KTSF Channel 26 that addresses issues and concerns in the Filipino/Asian community. The IPA also participated on the radio show "In the Public Eye," on KBAY; in "Youth Today and Tomorrow" on KVVN 1430 AM, a Vietnamese language radio talk show geared towards parents and young adults; and on KLOK-RadioTri-Color, a Spanish-speaking radio station that addresses issues and concerns in the Hispanic/Latino community.

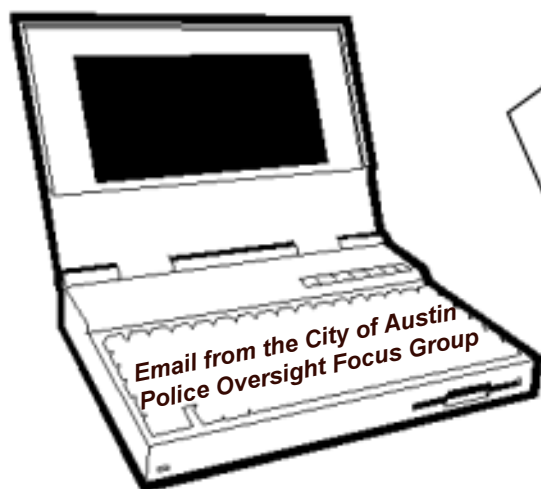
The Auditor gave on camera interviews to Channel 14-Univision, KPIX-Channel 5, KTVU-Channel 2, KRON-Channel 4, KNTV-Channel 11, and Channel 48-Telemundo. In addition, KBCI-Boise, Idaho, and News 12-Connecticut traveled to San José to interview the Auditor.

At the time of the airing of the stories, the City of Boise was in the process of implementing its own civilian oversight. The State of Connecticut was looking at the racial profiling issue.

The IPA also met with reporters from the print media: the San José Mercury News Newspaper; the East Neighborhood Voice Newspaper; Nuevo Mundo; the Sacramento Bee and the Press Enterprise Newspaper in Riverside, California.

The media has supported the IPA by producing and airing public service announcements. KTSF Channel 26 aired public service announcements in Mandarin, Cantonese, Vietnamese, Japanese, Tagalog and English. The IPA had success in reaching the Asian community through these public service announcements. As a result of these airings, complaints were received. KSOL Estereo Sol (98.9 FM), Channel 14 and Channel 48 also aired information about the IPA in Spanish.

Through these information centers, the IPA can increase its visibility and accessibility to the public in their own neighborhood. The referral sites have been very successful in referring complaints to the IPA and informing the IPA of any concerns or problems in their neighborhood.



Teresa:

I can not thank you and your staff enough for all the hard work and planning you did in preparation for our focus groups' visit in San Jose last week. We were all tremendously impressed with the professionalism that "oozed" from your office. In addition, we learned a great deal from the other contacts and meetings we had with citizens and police in the San Jose area.

Overall, our trip to the Bay Area was most productive! We will be sharing our thoughts and findings from the trip with our other members who were not able to accompany us and with the citizens of Austin as well (all meetings of our focus group are on local access channel).

Again, we greatly appreciate your time and assistance. If you are ever near the Austin area, do not hesitate to call.

Cheers,

Michael Supancic, Ph.D.
Police Oversight Focus Group-Austin, TX

THE MODEL TO MODEL

The success and reputation of the IPA has caught the eye of many national and international organizations. Organizations, such as Amnesty International, London, and the Criminal Justice Commission, Australia, have requested materials and information about the IPA.

In October, the Auditor was invited by officials from the City of Riverside, California, to meet with them and provide them with information about the IPA. The City of Riverside is in the process

of establishing a police oversight office.

In December, the Police Oversight Focus Group from the City of Austin, Texas, met with the IPA. The IPA conducted a half-day presentation for the focus group on the history, background, responsibilities, and structure of the IPA. In addition, the IPA scheduled meetings with community leaders and city officials for the focus group.

Also, in December, the City of Oakland Citizen Police Review Board (CPRB) Task Force

requested the IPA to make a presentation about the structure and functions of the office.

Presentations were also made by the civilian oversight bodies from San Francisco, Sacramento and Berkeley.

The IPA model has been adopted by cities throughout the country. Most recently the city of Sacramento, California; Boise, Idaho; and Tucson, Arizona established police oversight offices modeled after the IPA.

THE IPA NETWORKS WITH OTHER POLICE OVERSIGHT AGENCIES

In March, the IPA hosted the Bay Area Police Oversight Network (BAPON) meeting. BAPON is an association that is represented by eight cities in Northern California who have some form of police oversight. BAPON includes the Berkeley Police Review Board, the Novato Police Department Review Board, the San José Office of the Independent Police Auditor, the San Francisco Office of Citizen Complaints, the Richmond Police Commission, the Oakland Citizen's Police Review Board, the Sacramento Office of Police Accountability and the Santa Cruz Citizen's Police Review Board. Among the issues discussed at this meeting were the "Driving While Black/Brown" legislation and training for BAPON members.

In September, the Auditor and Assistant Auditor attended a second BAPON meeting in Richmond. Issues such as the accountability and practice of racial profiling, using BAPON as



The IPA meets with BAPON members and community leaders.

a training source for civilian oversight staff, and retaliation by police against civilians for filing complaints were discussed.

In October, the Auditor also attended the National Association for Civilian Oversight of Law Enforcement (NACOLE) Fifth Annual Conference in Kansas City, Missouri. NACOLE is a national organization that provides continuing education for practitioners of civilian oversight. The Auditor was asked to moderate the discussion on "Monitoring Police Integrity" and the "Monitoring and Review of Complaints, A Practitioner's Case Study."

COMMUNITY FORUM

In 1999, officer-involved shootings and cases alleging

racial profiling raised questions and concerns.

Therefore, on December 13, 1999, the IPA held a town hall meeting and panel discussion to address police misconduct issues at the Mexican Heritage Plaza. The goal of the meeting was to provide the residents with an opportunity to voice their concerns and to hear from different agencies working in the field of Civil Rights violations, police accountability and police misconduct. The following professionals took part in the panel discussion: Honorable Frank Fiscalini, Vice Mayor; William Lansdowne, San José Police Chief; Teresa Guerrero-Daley, Independent Police Auditor; Karyn Sinunu, Assistant

District Attorney; John Tennant, General Counsel, Police Officers' Association; Carol Russo, United States Department of Justice, Community Relations Services; Merylee Shelton, Chair, Human Rights Commission. The panel discussion was broadcasted live on KGO NEWSTALK AM 810 and moderated by radio talk show host Gene Burns.



IPA Community Forum Panel (left to right) Gene Burns, Carol Russo, John Tennant, Teresa Guerrero-Daley, Vice Mayor Frank Fiscalini, Chief Bill Lansdowne, Merylee Shelton, and Karyn Sinunu.

The forum was cosponsored by the Asian Law Alliance, the Billy DeFrank Gay & Lesbian Community Center, Catholic Charities YES, the Council on American Islamic Relations (CAIR), the Santa Clara County Office of Human Relations, the San José Chapter of the NAACP, the East San José Community Law Center, La Raza Roundtable, the Santa Clara Human Rights Commission, and the Santa Clara County Legal Aid Society.

In an effort to publicize the forum, the IPA worked extensively and actively with the referral sites, public libraries, grass roots organizations, churches, members of the Independent Police



IPA Community Forum on "Police Misconduct" issues at the Mexican Heritage Plaza

Auditor Advisory Committee, community centers, agencies, and organizations. Over 2500 flyers were copied and distributed. Information about the event was also disseminated through public service announcements and media coverage.

The IPA believes the event was

successful in bringing about discussion about the community's concerns and questions on the issue of police misconduct. The event provided the IPA with an opportunity to inform the public about its role in the complaint process.

THE INDEPENDENT POLICE AUDITOR ADVISORY COMMIT- TEE

In 1999, the IPA formed an advisory committee called the Independent Police Auditor Advisory Committee (IPAAC), which comprised of 16 culturally diverse community leaders.

The purpose of the IPAAC is to give input on police related concerns and issues brought to its attention by the community and to provide feedback on past IPA recommendations. The first IPAAC meeting was held in March at the IPA office.

The IPAAC members serve at the pleasure of the Auditor and are required to attend a minimum of two meetings a year.

Because this was the first year of the IPAAC, three meetings were held to develop the framework for the committee, its goals and objectives. Members of the IPAAC requested to meet with the IPA in July and October to discuss their concerns with the

officer-involved shootings and the relocation of the IPA.

PUBLICATIONS

Aside from publishing annual reports, the IPA also publishes midyear and year end newsletters that update the public and the city council on issues and IPA recommendations.

Copies of the newsletters are mailed to community centers, referral sites, police oversight agencies, neighborhood and business associations. In 1999, 700 newsletters and 300 reports were distributed.

The newsletters and year end reports are also available on-line through the IPA website.

WEBSITE

In 1998, the IPA created a website on the City of San José's homepage where the public can obtain information about the IPA, the citizen complaint process and /or file a citizen complaint via electronic mail (e-mail).

The website has proven success-

ful in making information available to anyone who has access to a computer and the internet.

The IPA has received citizen complaints and inquiries not just from San José residents, but also from other cities and countries.

The IPA year end reports, newsletters, calendar of events and general information are available at <http://www.ci.sanjose.ca.us/ipa/home.html>